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Government
Publications



A unique meeting place in a unique setting ...

... that is the Ottawa Congress Centre, a meeting place where the world meets. The Centre stands in the heart of Canada's capital city, a contemporary reminder of our heritage and our history. Canadians' pride in their capital is echoed by the pride of those of us who work here in this Centre.

This Annual Report for 1988/89 contains a small sample of what our customers think of us. Their words provide the stimulus to make this meeting place for the world an even better place.



OTTAWA
CONGRESS
CENTRE



CENTRE DES
CONGRÈS
D'OTTAWA

It is a pleasure to be associated with the Ottawa Congress Centre and its enthusiastic, motivated employees. Truly a team, they have established the Centre as a first-class, multi-purpose facility.

The plaudits of our customers and the high percentage of repeat business testify to the quality of service provided to customers by people who obviously enjoy their work.

The Board of Directors is doing its utmost to maintain the success of the Centre and to establish the priorities and policies providing for future growth to meet increasing public demand.

**Gordon F. Henderson,
Chairman of the Board**

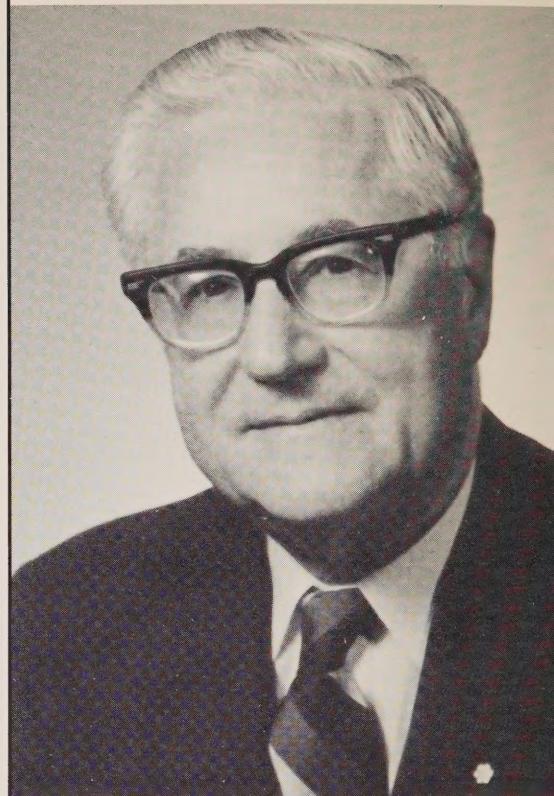
Ottawa Congress Centre Board of Directors

Gordon F. Henderson
Chairman

Joseph Cassey
Ruth Freiman
Charleen Gorbet
Andy Haydon
William Joe

Italo Tiezzi

Max Keeping
Polly King
Arthur J.M. Lamarche
Robert McElligott
Wesley Nicol



Ministry of Tourism and Recreation
Province of Ontario
Queen's Park
Toronto, Canada
M7A 2R9
Ken Black, Minister

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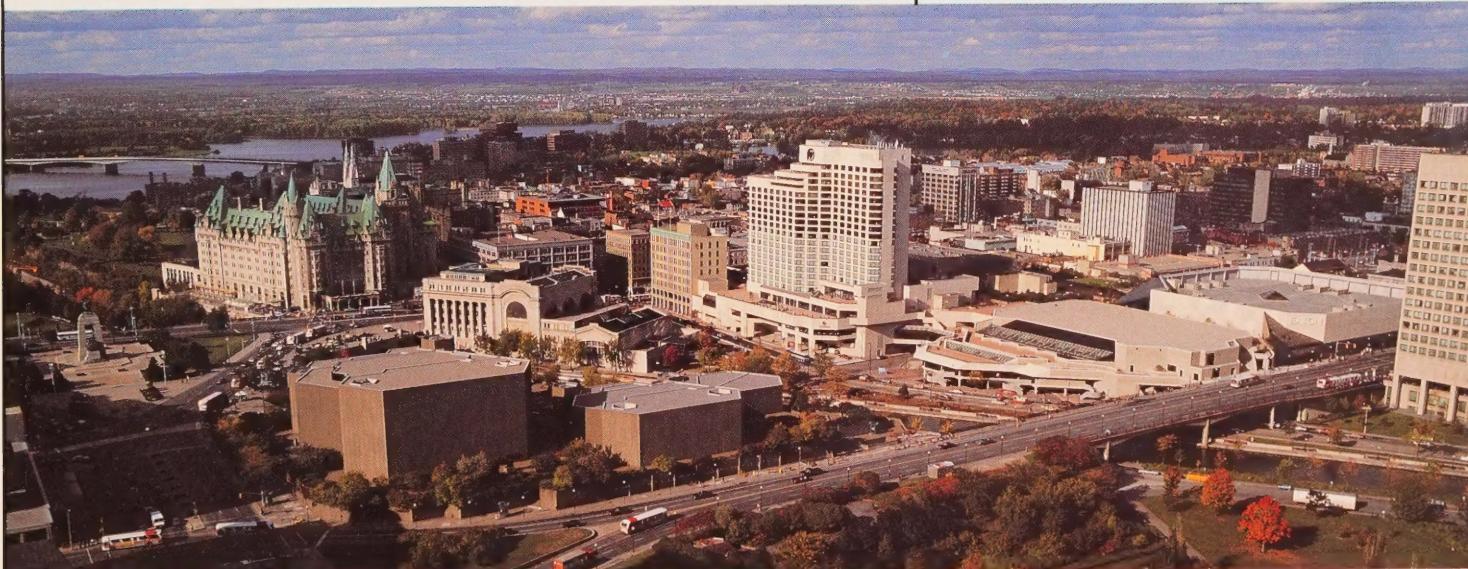
Professional surveys have established the Ottawa Congress Centre as one of the premier meeting facilities in the world, recognised as setting the industry standard for catering and the varied specialised services needed by diverse users.

The ratio of food, beverage and meeting room sales to rentable space is among the highest in the industry. A small group of dedicated people bring skill, diligence and a constant pursuit of excellence which has earned our reputation as the example to follow. Only 48 full-time professionals, supported by over 500 part-time, local employees, work closely together with enormous pride in their achievements.

We have one continuing objective — excellence of service performed in a quality workplace. We never forget that we work for those who use this Centre.

The result speaks for itself.

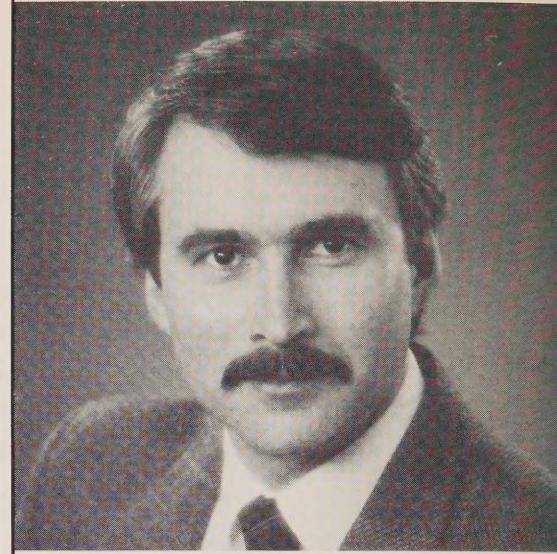
**George E. McCabe,
General Manager**



General Fund

Statement of revenue and expenses and surplus Year ended March 31, 1989

	1989	1988
Revenue		
Food	\$2,271,872	\$1,965,105
Beverage	1,091,622	976,472
Space rental	1,267,559	1,265,292
Customer services	175,923	180,072
Interest	7,588	50,209
	4,814,564	4,437,150
Expenses		
Direct - Schedule 1	2,077,700	1,855,864
Facilities - Schedule 2	1,632,605	1,502,560
Selling, general and administrative - Schedule 3	1,309,111	1,257,136
	5,019,416	4,615,560
Operating loss	204,852	178,410
Cost of feasibility study	70,697	—
Minor asset acquisitions	113,844	193,095
	389,393	371,505
Net loss	391,000	399,000
Contribution from the province of Ontario (Note 3)		
Excess of revenue over expenses	1,607	27,495
Surplus, beginning of year	381,357	753,862
Appropriation to reserve fund (Note 2)	100,000	400,000
Surplus, end of year	\$ 282,964	\$ 381,357



On behalf of the Canadian Association of Optometrists, I would like to thank you for assisting us in making our 21st Biennial Congress such a big success.

Your people were a charm to work with, especially your pleasant attitudes and eagerness to be of service made all of you shine.

We were extremely pleased with the food services. The food was delicious and we received many favourable comments from everyone.

Mr. McCabe, let me congratulate you on your fine convention facilities and on your excellent staff. It will be a pleasure to recommend highly the Ottawa Congress Centre for its efficiency, professionalism, excellent facilities and fine cuisine.

**Pierre LeVasseur, O.D.
Congress Chairman
“Rendez-vous Ottawa '89”**

General Fund

Balance sheet

Year ended March 31, 1989

	1989	1988
Assets		
Cash and short-term deposits	\$ 356,777	\$1,296,131
Accounts receivable	162,820	312,654
Due from reserve fund	215,774	—
Inventory	113,872	104,797
Prepaid expenses	52,553	64,354
	\$ 901,796	\$1,777,936
Liabilities		
Accounts payable and accrued charges	388,038	428,511
Due to reserve fund	—	842,624
Deposits	230,794	125,444
Contingent liability (Note 5)	618,832	1,396,579
Surplus	282,964	381,357
	\$ 901,796	\$1,777,936

Approved by the Board:

Gordon F. Henderson Director
Gordon F. Henderson

A.J. Lamarche Director
Arthur J.M. Lamarche

Reserve Fund

Balance sheet

Year ended March 31, 1989

	1989	1988
Assets		
Cash and short-term investments	\$1,030,640	\$ —
Accrued interest receivable	7,206	—
Due from general fund	—	842,624
	\$1,037,846	\$ 842,624
Liability		
Due to general fund	215,774	—
Surplus		
Balance, beginning of year	842,624	400,000
Appropriation from general fund	100,000	400,000
Interest revenue	95,222	42,624
Projects (Note 4)	(215,774)	—
Balance, end of year	822,072	842,624
	\$1,037,846	\$ 842,624

Approved by the Board:

Gordon F. Henderson Director
Gordon F. Henderson

A.J. Lamarche Director
Arthur J.M. Lamarche



The Intertask Group of Companies uses literally every convention centre and convention hotel in Canada, several times each year, in the planning of events. Our management and staff critique all of them, annually.

I am pleased to tell you that, once again, the Ottawa Congress Centre is, in our judgement, the best managed meeting facility in Canada in all departments. There is no better food and beverage operation. The sales and marketing people are the most cooperative anywhere. The operational staff are the most knowledgeable in the country.

You have a professional team that it is a sincere pleasure to work with, time after time.

Paul Akehurst
President and
Chairman of the Board

General Fund

Schedule 1, direct expenses Year ended March 31, 1989

	1989	1988
China/glassware and cutlery	\$ 54,343	\$ 64,030
Credit card commissions	2,867	2,527
Dishwashing products	7,901	7,287
Equipment rentals	2,888	521
Flowers and decorations	3,892	6,759
Food and beverage	781,961	718,129
Full time salaries	451,794	408,851
Kitchen utensils	—	315
Laundry and linen	75,785	68,805
Liquor delivery	1,945	1,537
Menus and wine lists	9,379	6,572
Part time labour	669,366	565,060
Ticket printing	1,989	2,735
Uniforms	13,590	2,736
	<hr/> <u>\$2,077,700</u>	<hr/> <u>\$1,855,864</u>

General Fund

Schedule 2, facilities expenses Year ended March 31, 1989

	1989	1988
Consulting fees	\$ 18,000	\$ 20,202
Equipment rentals	3,192	—
Full time salaries	570,783	504,735
Housekeeping	170,093	186,138
Licenses and permits	2,777	5,880
Maintenance contracts	282,705	239,371
Maintenance supplies	122,838	97,766
Meeting materials	10,713	7,208
Part time labour	24,806	27,620
Security	106,823	105,600
Uniforms	8,896	6,031
Utilities	310,979	302,009
	<hr/> <u>\$1,632,605</u>	<hr/> <u>\$1,502,560</u>



On behalf of all our McDonald's people, we thank you and your staff for the terrific job you did in conjunction with our Canadian Store Managers' convention.

... all ran smoothly and professionally. We found your people to be courteous, helpful and enthusiastic. This certainly helped us to host what was one of our finest Managers' Conventions ever.

It was a pleasure working with you, and we look forward to our association in the future.

**Larry McCormick
Senior Operations Manager
McDonald's Restaurants of Canada Ltd.**

General Fund

Schedule 3, selling, general and administrative expenses
Year ended March 31, 1989

	1989	1988
Advertising and promotion	\$ 361,839	\$ 377,917
Associations and memberships	23,549	19,375
Bank charges	12,116	7,722
Bad debts (recovered)	8,608	(18,682)
Consulting fees	15,120	33,386
Directors' fees	23,175	20,600
Insurance	54,901	46,658
Office expenses	109,622	126,165
Postage and delivery	12,475	12,912
Professional fees	15,027	20,896
Salaries and benefits	590,483	521,461
Telephone	36,359	35,261
Travel	45,837	53,465
	<hr/> <u>\$1,309,111</u>	<hr/> <u>\$1,257,136</u>



My sincere thanks to you and your qualified staff for helping to make Chrysler Canada's New Model Announcement Show a tremendous success.

Both the corporate personnel and dealers of Chrysler Canada left Ottawa feeling they indeed had been entertained.

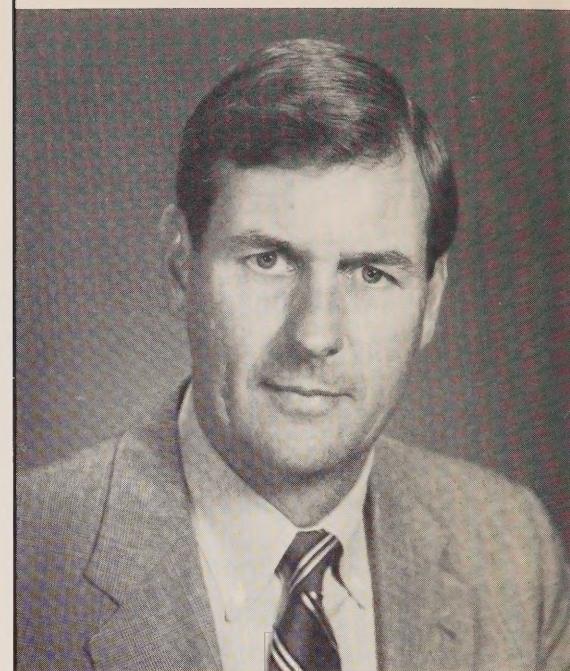
Thanks again to your crew for helping to "Make it Happen".

Carolynne Patterson
Senior Account Executive
Commercial Associates
Ross Roy Ltd.

General Fund

Statement of changes in financial position Year ended March 31, 1989

	1989	1988
Operating Activities		
Net loss	\$ (389,393)	\$ (371,505)
Minor asset acquisitions	113,844	193,095
Cost of feasibility study	70,697	—
	<hr/> (204,852)	<hr/> (178,410)
Changes in working capital components		
Accounts receivable	149,834	26,486
Inventory	(9,075)	9,031
Prepaid expenses	11,801	(10,733)
Accounts payable and accrued charges	(40,473)	(89,182)
Deposits	105,350	(57,785)
Cash provided by (used for) operations	<hr/> 12,585	<hr/> (300,593)
Investing activities		
Additions to minor assets	(113,844)	(193,095)
Feasibility study	(70,697)	—
Appropriation to reserve fund	(100,000)	(400,000)
Cash used for investing activities	<hr/> (284,541)	<hr/> (593,095)
Cash deficiency before financing	<hr/> (271,956)	<hr/> (893,688)
Financing activities		
Due (from) to reserve fund	(1,058,398)	442,624
Contribution from the Province of Ontario	391,000	399,000
	<hr/> (667,398)	<hr/> 841,624
Decrease in cash	<hr/> (939,354)	<hr/> (52,064)
Cash and short-term deposits, beginning of year	1,296,131	1,348,195
Cash and short-term deposits, end of year	<hr/> \$ 356,777	<hr/> \$1,296,131



Your hospitality was overwhelming and your gracious staff created a terrific environment.

As you know, I've spent my entire professional life examining and evaluating public assembly facilities. Of the hundreds of buildings I've visited, I must say the Ottawa Congress Centre ranks Number One.

**David C. Petersen
National Director of
Facilities Advisory Services
Laventhal & Horwath**

Notes

to the financial statements March 31, 1989

1. Control of operations

On April 1, 1984, the Province of Ontario assumed operational responsibilities for Canada's Capital Congress Centre from the Regional Municipality of Ottawa-Carleton and renamed the entity Ottawa Congress Centre. On October 1, 1988, the Ottawa Congress Centre Act was given Royal Assent by the Government of Ontario officially transferring title to the Province of Ontario.

2. Significant accounting policies

The financial statements are prepared according to generally accepted accounting principles and reflect the following policies:

Inventories

Inventories of food and liquor are valued at the lower of cost and replacement cost.

Fixed assets

The original facility and pre-operating costs have been paid by other entities and were acquired April 1, 1984 from the Regional Municipality of Ottawa-Carleton for \$1. Individual minor asset additions under \$400,000 are funded within the Operating Budget and expensed during the year.

Reserve for continuance of operating capability

The Centre has appropriated surplus to allow for future planned replacement of capital assets until March 31, 1988. As of April 1, 1988, the Centre changed its policy and now appropriates surplus to allow for future planned asset acquisitions as approved by the Board of Directors. Funds so appropriated will be used to facilitate maintenance of the level of operating capability which existed on April 1, 1984.

The Centre has established an annual appropriation of \$100,000 from the general funds of the Centre and the policy also allows an additional discretionary amount each year equal to major budgeted asset replacements in the current year.

3. Contribution from the province of Ontario

The contribution of \$391,000 (1988 - \$399,000) by the Province of Ontario represents funding for the annual budgeted net loss.

4. Projects

The current discretionary amount appropriated to the reserve fund from major budgeted asset replacement consisted of the following:

Computer Network System	\$ 97,054
Boardroom renovations	36,656
External signage	82,064
<hr/>	
	\$215,774

5. Contingent liability

The Centre was billed approximately \$62,000 by the Regional Municipality of Ottawa for fire supply charges for the years 1984 to 1988. The Board questions the legitimacy of the charges and intends to challenge through legal representation. As a result they have not been recorded in the accounts of the Centre.

Auditors' Report

*To the Chairman and Directors of the
Ottawa Congress Centre:*

We have examined the General Fund and Reserve Fund balance sheets of the Ottawa Congress Centre as at March 31, 1989 and the statements of General Fund revenue and expenses and surplus and of changes in financial position for the year then ended. Our examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the Centre as at March 31, 1989 and the results of its operations and changes in financial position for the year then ended in accordance with generally accepted accounting principles applied on a basis consistent with that of the preceding year.

Deloitte Haskins & Sells

Chartered Accountants

June 2, 1989

Annual 1988-89 Report

OTTAWA
CONGRESS
CENTRE



CENTRE DES
CONGRÈS
D'OTTAWA
Ontario

A selected sample of major events held during this fiscal year

6th World Water Congress
Association Internationale des Palais de Congrès
Liberal Party of Ontario
PRIDE Canada
World Apheresis Association
American Society of Heating & Refrigeration
Canadian Orthopaedic Association
Canadian Wood Energy Institute
Royal Canadian Legion
State Farm Insurance Companies
Canadian School Trustees Association

Financial Management Institute
Gourmex Expositions International Inc.,
International Wine & Food Festival
Contemporary Craft Shows Ltd.
Christmas Craft Show
The Ottawa Bridal Fair
Financial Forum
Ottawa-Hull International Auto Show
Armed Forces Communications (AFCEA)
Ottawa Business Show
Canadian Forces Exchange System (CANEX)



Christian Booksellers Association
Downeast Direct Distributors
National Institute of Governmental Purchasing
Shaklee Canada
Chrysler Canada Ltd.
McDonald's Corporation
Shoppers Drug Mart
Canadian Tire Dealers Association
Royal College of Physicians & Surgeons
Central Canada Broadcast Engineers

Ontario Restaurant Association
Canadian Alarm & Security Association
Toshiba
Communications 2000
Construction EXPO '89
Associated Canadian Travellers
Sportsmen's Dinner
Ottawa-Carleton Home Builders Association
Housing Awards
Grey Cup Dinner

Rapport annuel 1988-89



Choix d'évenements importants ayant eu lieu au cours de l'exercice financier

Rapport annuel 1988-89

Fonds général

Etat de l'évolution de la situation financière
Exercice terminé le 31 mars 1989

Activités d'opérations	Perre nette	\$ (389,393)	\$ (371,505)
Autres déléments d'actif minieurs	Cout de l'étude de faisabilité	113,844	—
Stocks	Créditeurs et frais à payer	26,486	—
Debtorets	Dépôts	149,834	(40,473)
L'hospitalité dont vous avez fait preuve nous a combles,	Frais payés d'avance	11,801	(10,733)
crée une ambiance extra-	Autots d'élements d'actif minieurs	9,075	(100,000)
ordinaire.	Etude de faisabilité	113,844	(70,697)
Comme vous le savez, j'ai consacré toute ma vie profes-	Liquidités produites (utilisées) par	12,585	(300,593)
sionnelle à l'examen et à l'eva-	Appropriation du fonds de réserve		
luation d'installations de réunions publiques. Parmi les visites, je dois reconnaître que le Centre des congrès d'Ottawa occupe la toute pre-	Liquidités utilisées pour investissements	(284,541)	(593,095)
David C. Petersen Directeur national des services consultatifs en installations publiques. Parmi les visites, je dois reconnaître que le Centre des congrès d'Ottawa occupe la toute pre-	Insuffisance de l'encassise avant le financement	(271,956)	(893,688)
mère place.	Du au (par le) fonds de réserve		
L'hospitalité dont vous avez fait preuve nous a combles,	Contribution de la Province de		
crée une ambiance extra-	Ontario		
ordinaire.	Encassise et dépôts à court terme,		
Comme vous le savez, j'ai consacré toute ma vie profes-	au début		
sionnelle à l'examen et à l'eva-	Encassise et dépôts à court terme,		
luation d'installations de réunions publiques. Parmi les visites, je dois reconnaître que le Centre des congrès d'Ottawa occupe la toute pre-	à la fin		
David C. Petersen Directeur national des services consultatifs en installations publiques. Parmi les visites, je dois reconnaître que le Centre des congrès d'Ottawa occupe la toute pre-			

Activités d'investissement	Liquidités utilisées pour investissements	(284,541)	(593,095)
Autots d'élements d'actif minieurs	Etude de faisabilité	(113,844)	(193,095)
Stocks	Créditeurs et frais à payer	26,486	(40,473)
Debtorets	Dépôts	149,834	(11,801)
L'hospitalité dont vous avez fait preuve nous a combles,	Frais payés d'avance	11,801	(9,075)
crée une ambiance extra-	Autots d'élements d'actif minieurs	9,075	(9,075)
ordinaire.	Etude de faisabilité		
Comme vous le savez, j'ai consacré toute ma vie profes-	Liquidités produites (utilisées) par	12,585	(300,593)
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mère place.	Du au (par le) fonds de réserve		
L'hospitalité dont vous avez fait preuve nous a combles,	Contribution de la Province de		
crée une ambiance extra-	Ontario		
ordinaire.	Encassise et dépôts à court terme,		
Comme vous le savez, j'ai consacré toute ma vie profes-	au début		
sionnelle à l'examen et à l'eva-	Encassise et dépôts à court terme,		
luation d'installations de réunions publiques. Parmi les visites, je dois reconnaître que le Centre des congrès d'Ottawa occupe la toute pre-	à la fin		
David C. Petersen Directeur national des services consultatifs en installations publiques. Parmi les visites, je dois reconnaître que le Centre des congrès d'Ottawa occupe la toute pre-			



Rapport annuel 1988-89

Annexe 3, dépenses générales,
administratives et de ventes
exercice terminé le 31 mars 1989

Fonds général

1989	1987	\$ 361,839	\$ 377,917	Cotisations et abonnements
		23,549	19,375	Frais bancaires
		12,116	7,722	Frais de consultation
		8,608	(18,682)	Mauvaises créances (recouvrees)
		15,120	33,386	Assurance
		23,175	20,600	Frais de bureau
		54,901	46,658	Livraison et poste
		109,622	126,165	Honoraires professionnels
		126,175	122,912	Salaires et avantages sociaux
		12,475	15,027	Téléphone
		109,622	20,896	Desplacements
		46,658	521,461	
		54,901	590,483	
		126,165	36,359	
		12,475	35,261	
		109,622	45,837	
		126,175	53,465	
		12,116		
		8,608		
		15,120		
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		54,901		

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Fonds général

Annexe I, frais directs
Exercice termine le 31 mars 1989

Fonds général

Porcelaine, verre et coutellerie	Commissions sur cartes de crédit	Produits nettoyants pour la vaisselle	Locatifs d'équipement	Fleurs et décorations	Nourriture et boissons	Salaires des employés permanents	ustensiles de cuisine	Lavage et lingerie	Menus et listes des vins	Aide occasionnelle	Impression des billets	Uniformes
\$ 64,343	\$ 2,867	7,901	2,527	3,892	781,961	451,794	—	75,785	1,945	9,379	669,366	13,590
\$ 64,030	7,287	2,527	521	2,888	6,759	718,129	408,851	68,805	1,537	6,572	565,060	2,735
\$ 64,343	2,867	7,901	3,892	2,888	781,961	451,794	—	75,785	1,945	9,379	669,366	13,590
\$ 64,030	7,287	2,527	521	2,888	6,759	718,129	408,851	68,805	1,537	6,572	565,060	2,736

Fonds général

Annexe 2, dépenses de facilités

Services publics	\$1,532,605
Uniformes	302,009
Sécurité	310,979
Aide occisionnelle	8,896
Materiel pour réunions	6,031
Fournitures d'entretenir	105,600
Contrats d'entretenir	106,823
Outils et permis	27,620
Licences et permis	24,806
Matériel pour réunions	7,208
Fournitures d'entretenir	97,766
Contrats d'entretenir	122,838
Outils et permis	239,371
Licences et permis	282,705
Entretenir des employés permanents	5,880
Salaires des employés permanents	186,138
Entretenir menager	170,093
Frais de consultation	504,735
Location d'équipement	—
Frais de consultation	3,192
Location d'équipement	\$ 18,000
Frais de consultation	\$ 20,202
1989	1989

Au nom de tous mes collègues de McDonald's, nous vous remercions, vous et votre travail personnel, pour votre travail extraordinaire à l'occasion de notre Congrès des gérants canadiens. . . tout s'est déroulé sans accroc et de façon professionnelle. Nous avons trouvé chez elle. Nous avons rencontré des personnes polies, serviables et enthousiastes. Cela nous a certainement aidé à tenir ce qui a consisté à une partie de nos meilleurs plaisirs, et nous nous réjouissons d'avance de notre future association.

Larry McCormick

Directeur d'exploitation senior
Les Restaurants McDonald Canada Ltd.

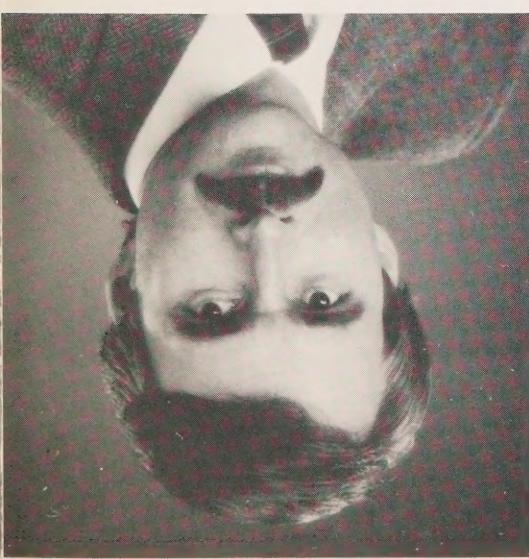


Rapport annuel 1988-89

Etat des revenus et frais et du surplus d'entreprise terminé le

Fonds général

OTTAWA CONGRESS CENTRE DES CONGRÈS D'OTTAWA



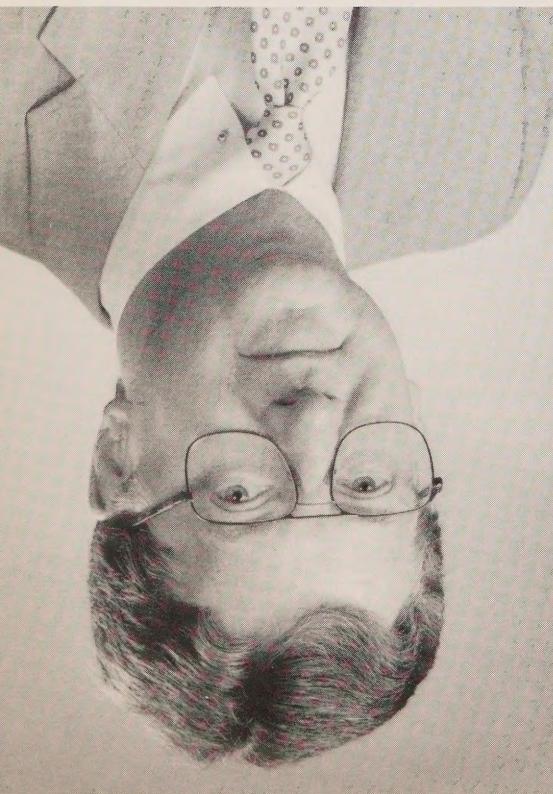
Au nom de l'Association canadienne des optométristes, j'aimerais vous remercier pour votre aide à faire de notre 21e congrès biennal un tel succès.

Travailler avec votre partenaire a été un charme, partit- ment à la fois extrêmement satisfaisants des services de restauration. La nourriture était délicieuse, et tout le monde nous a fait de nombreux commentaires favorables.

Nous avons été extrêmement visagés.

M. McCabé, permettez-moi de vous féliciter pour les magnifiques installations de congrès et l'excellente personnalité dont vous disposez. Je serai heureux de recommander vivement le Centre des congrès d'Ottawa pour son efficacité, son professionnalisme, ses excellentes installations et sa fine cuisine.

Prière LeVasseur, O.D., Président du congrès "Rendez-vous Ottawa 1989",



George E. McCabe

Le directeur général,

Les résultats parlent d'eux-mêmes.

Ceux qui utilisent le Centre.

Nous n'oublions jamais que nous œuvrons pour ce du service, dans un milieu de travail de qualité.

Nous n'avons qu'un objectif constant: l'excellence.

obtenir des résultats.

Le centre en étroite collaboration et avec fierté pour à temps partiel recrutes dans la région, travail-

à plein temps, appuyés par plus de 500 employés

d'être l'exemple à suivre. A peine 48 spécialistes

de l'industrie qui nous ont acquis notre réputation

leur diligence et une recherche constante de l'ex-

cellence qui y consacrent leur compétence, dévoées

l'industrie. C'est à un petit groupe de personnes

la superficie louable est parmi les plus élevées de

mations et des salles de réunion par rapport à

le rapport des ventes d'aliments et de consom-

lises dont ont besoin ses nombreux utilisateurs.

Connu comme la norme de l'industrie, en ce qui

installeations de conférences au monde, il est re-

des congrès d'Ottawa est l'une des meilleures

D'après les sondages de spécialistes, le Centre

Rapport annuel 1988-89



C'est avec plaisir que je m'associe au Centre des congrès d'Ottawa et à son personnel enthousiaste et dévoué. Véritable équipe, les employés sont fierté de clients fidèles sont un témoignage de la qualité des services offerts à la clientèle, par des personnes qui, de tout évidence, aiment leur travail.

Les louanges de nos clients et le pourcentage élevé de clients fidèles sont un témoignage de la qualité des services offerts à la clientèle, par des personnes qui, de tout évidence, aiment leur travail.

Le Conseil d'administration fait de son mieux pour garantir la réussite du Centre et établir des priorités et lignes de conduite qui en garantissent la croissance future, afin de répondre à la demande croissante de la population.

Gordon F. Henderson

Le président du Conseil,

Centre des congrès d'Ottawa

Gordon F. Henderson
Président

Joseph Cassay
Ruth Freiman
Poly King
Max Keepling
Arthur J.M. Lamarche
Robert McEligott
Wesley Nicol
William Joe
André Haydon
Charleen Gobert
Italo Tiezzi

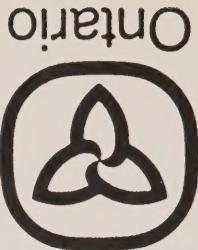
Ministre du Tourisme et des Loisirs
Province de l'Ontario
Queen's Park
Toronto, Canada
M7A 2R9
Ken Black, Ministre



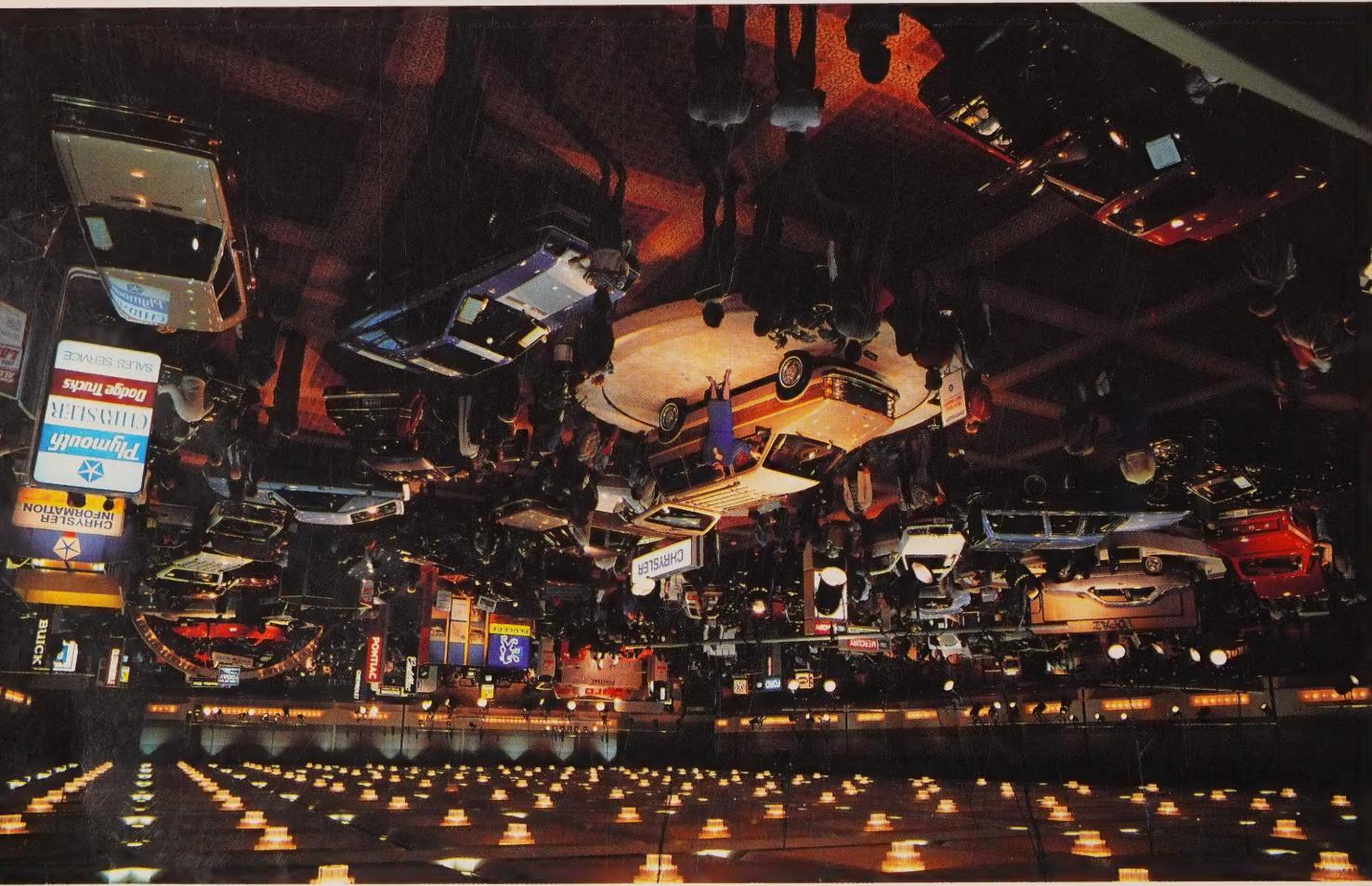
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Rapport annuel 1988-89

OTTAWA CENTRE DES CONGRÈS D'OTTAWA



Ontario



Un lieu de réunion unique, dans un cadre unique! Voilà le Centre des congrès d'Ottawa, sorte de confluant du monde. Le Centre est situé au cœur de la capitale canadienne et est un rappel contemporain de notre patrimoine et de notre histoire. La fierté des Canadiens à l'égard de leur capitale se retrouve dans la fierté de ceux d'entre nous qui travaillent à ce Centre. Le présent rapport annuel 1988-1989 donne de modestes exemples de ce que nos clients pensent de nous. C'est leur perception qui nous pousse à faire de cette plaque tournante de la planète un endroit encore plus parfait.